

SCRIPT FOR EMPLOYER SURVEY

Hello my name is _____. Is this (_____) at (_____)?
Name of Contact Name of Contact Employer

I am calling for the Missouri Division of Workforce Development. I have some questions to ask you about your recent experience with the Missouri Career Centers. Your responses to our questions will help us ensure that you receive the best service possible. This survey will take only fifteen minutes.

SURVEY QUESTIONS

1. Utilizing a scale of 1 to 10 where “1” means “Very Dissatisfied” and “10” means “Very Satisfied” what is your overall satisfaction with the services provided from (_____)?
Name of Career Center
2. Considering all of the expectations you may have had about the services, to what extent have the services met your expectations? “1” now means “Falls short of your Expectations” and “10” means “Exceeds your Expectations.”
3. Now think of the ideal program for people in your circumstances. How well do you think the services you received compare with the ideal set of services?
“1” now means “Not very close to the Ideal” and “10” means “Very close to the Ideal.”

Interviewer can use (DK) for Don't Know and (RTA) for Refused to Answer

The following questions are for the Missouri Division of Workforce Development.

Was the staff helpful? Yes or No

Was the staff courteous? Yes or No

Were there services you needed that were not offered? Yes or No

Additional comments: